

Tiger Talk

Tiger Talk: Empathetic Cross-Cultural Communication for Classroom Management

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Introduction

- In NYC public schools, teachers and students often come from diverse socio-economic backgrounds.
- They have problems with communication as a result.
- When the students' behavior requires disciplinary response, they often present challenges to the teachers.
- When the teachers respond with punishment, or expression of frustration, the result is that the students take the miscommunication to the next level.
- On the other hand, when the teacher responds with authority, but calmly and supportively, the conflict can be defused.

3 Introduction

Statement of Problem

- In struggling NYC public schools, students frequently display profane language, transgress rules and directions, and avoid academic work.
- At the same time, many of their teachers are from very different cultural backgrounds and economic sectors.

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